



PI/PST Process Maturity Model

What's A Rubric?

Presented By:

***Marty Durlacher and Richard
Horne***

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TEAM PARTICIPANTS

CDR Dave Prater

Lt Col J. Strasburger

LT Steve Madden

Mr. Bill Gwaltney

Mr. Richard Zirk

Ms. Barbara Chalmers

Mr. Mark L'Ecuier

Mr. Doug Tabor

Mr. Matt Aurelio

Mr. Don Pixley

Mr. John Twohy

Mr. Jim Rankin

Ms. Gail Lainhart

Mr. Dick Horne

Mr. Marty Durlacher

PI JSF

PI JSF

PI MIDS

GS-15 Deputy

GS-15 Deputy

TAG Chief

TAG Chief

TAG Chief

ACO AEGIS

DACO

IS SFA

Engineer V-22

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DCMA HQ

GS 15 Deputy

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LM Ft. Worth

Springfield

LM Ft. Worth

District East

Boeing Longbeach

Boston

Hartford

LM Delaware Valley

Boeing St. Louis

Denver

Bell Helicopter

GE Lynn

LM Delaware Valley

PI/PST MM CHARACTERISTICS

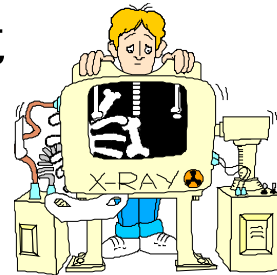
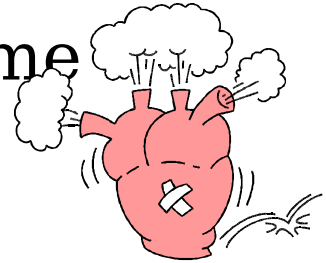
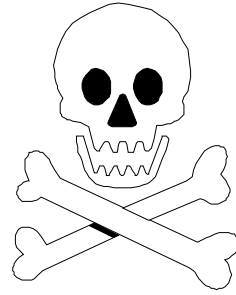
- Easy to use
- Practical process improvement tool
- Follows the performance cycle
- Takes advantage of Carnegie Mellon model attributes (why invent when theft is so easy?)
- Covers the role of the Program Integrator and the Program Support Team
- Applies to ACAT I-III weapon systems

Defining a Maturity Model

- It's a rubric - takes *objective* data and makes it *subjective* again OR operationally defines a hierarchy with non-quantifiable criteria
 - **Objective**: Do we play well with others?
Yes, Sometimes, or No?
 - **Subjective**:
 - **Level 3** = *Yes*
 - **Level 2** = *Sometimes*
 - **Level 1** = *No*

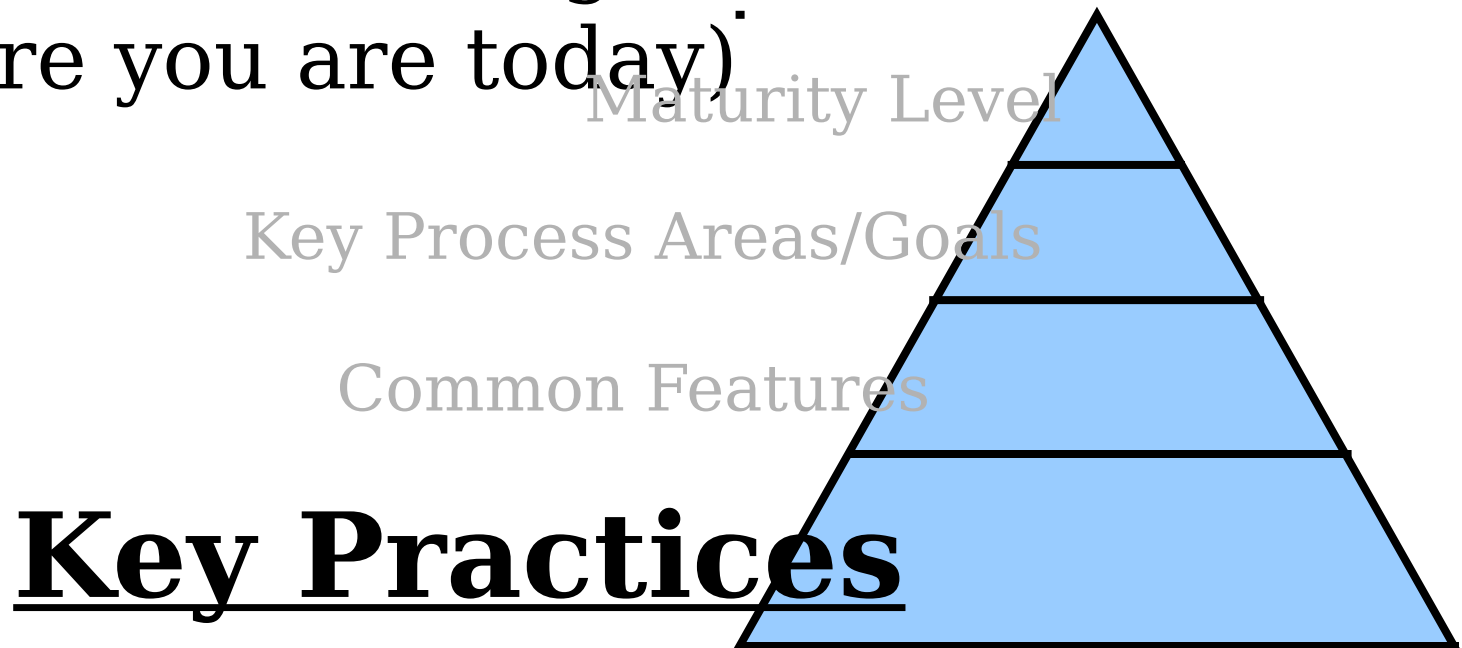
Maturity Model for a Surgeon

- **Level 1** - No parts working, left loose ends, many parts left over, cuts on own arms, scratches in table.
- **Level 2** - Some parts are now working, some leftovers, no cuts on arms, some minor scratches to table.
- **Level 3** - Everything is working, no parts left over, no cuts on arms or scratches on table.
- **Level 4** - Everything is working flawlessly, found an unused part to use as a transplant in another patient, had time to get in 18 holes!



Using a Maturity Model

- It's simple. Unless you're building one - forget everything except the bottom line - i.e., what are the activities/key practices required to attain the next higher level (from where you are today)



PI/PST Process Maturity Model

Maturity levels - A maturity level is a well-defined evolutionary plateau toward achieving a mature - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Netsite: <http://www.dcmc.hq.dla.mil/teaminfo/dcmcpa/pi-pst-mm.htm>

Program Integration/Program Support Team Process Maturity Model



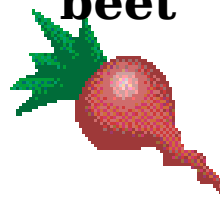
Use of the PI/PST Process Maturity Model (PMM) - The PI/SPI's role within DCMA is to provide the Service Program Manager (PM) with timely information, actions and recommendations to assist and help influence successful program execution.

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- **Performance is determined by maturity levels - truth is:**
 - Superior performance can be achieved at any maturity level
 - However, it's much much more likely to occur at higher maturity levels
 - And is much more likely to occur consistently at higher maturity levels because... (test question - later in presentation)?

Use of the PI/PST Process Maturity Model

- **Consistent product quality (customer needs):**
 - Key practices provide sufficient detail to achieve process consistency and thus product consistency - think of key practices as process drivers or enablers

Use of the PI/PST Process Maturity Model

- **It's a tool but not a club**
- **For self-improvement**
- **For the CMO not the IOA Team**
 - IOA guidelists and process maturity model must be consistent though - they will be
 - Model designed so that Level 3 would result in full compliance with all facets of One Book policy

Use of the PI/PST Process Maturity Model

- **Ready to use (and approved) strategy for process improvement**
 - This is really the bottom line to the whole thing
 - See where you are - evaluate not for a determination of Level but what needs to be done next to increase the process maturity and thus process results - put those to-do's in your performance plan

The Myth of Maturity Uncloaked

- **And is much more likely to occur consistently at higher maturity levels because...**

We graduate from managing by individual intuition and experience at lower maturity levels to managing a defined process at higher levels

- **Answers:**
 - **Fit for Print: Marty**
 - **Politically Insensitive: Richard**